



## **SOUTH DAKOTA 9-1-1 COORDINATION BOARD**

### **MEETING MINUTES (DRAFT) FOR OCTOBER 15, 2015**

**GEORGE S. MICKELSON CRIMINAL JUSTICE CENTER, PIERRE, SD**

**Board members present:** Brown, DeNeui, Haines, Harding, McPeek, Reinesch, Rufledt (by phone), Sawvell, Serr

**Board Members Absent:** Miller, Jaeger

**Staff Present:** Shawnie Rechtenbaugh (State 9-1-1 Coordinator)

**Others present:** Sara Weston (LR Kimball), Alison Jares (DOR), Bob Mercer (Aberdeen American News), Ona Reker (Metro 911), Christy Hayes (GeoComm), Sue Black (Lawrence County), Greg Dean (SDTA), Jessica Mundahl (Metro 911), Trevor Jones (DPS), Cindy Gross (CSDC)

#### **I. Call to Order and Roll Call**

The meeting was called to order at 10:02am CDT by Rufledt. Roll call was taken and a quorum was present. Chair Rufledt is participating in the meeting by phone so he requested that Vice Chair Serr lead the meeting for the ease of those in attendance.

#### **II. Approval of Agenda**

Motion to approve the meeting agenda.

Moved by: Harding      Seconded by: McPeek

Discussion: None

Roll call vote: 9 yeas', 0 nays'. Motion Carried unanimously.

#### **III. Approval of Meeting Minutes**

Motion to approve the August 13, 2015 meeting minutes.

Moved by: McPeek      Seconded by: DeNeui

Discussion: None

Motion carried unanimously.

#### **IV. NG911 Project Updates**

##### **A. GeoComm Project**

Christy Hayes from GeoComm

##### **B. TCS Project Update**

Rechtenbaugh provided a handout to the board. Since May of 2015 we have cut five PSAPs over to the new xT911 phone system – Pennington County, Brookings PD, Metro Communications, Winner PD and Mitchell PD. Central SD Communications is the next cut on October 21<sup>st</sup> followed by Brown County and Huron in November. As to be expected the last two cuts have gone easier than the previous. As TCS learns more about our PSAPs and gets each additional cut complete, the lessons learned can be applied to each upcoming cut.

After the August board meeting we sent a letter to TCS detailing the outstanding issues that needed to be resolved before we were willing to make payment on the July monthly recurring costs. TCS responded and addressed every issue in the letter. On August 12<sup>th</sup> they installed xT911 version 3.9.1 update at Pennington

County. This software update did resolve all of the issues they said it would. This version is now being installed at all other locations when they cut to the next xT911 system. The remaining issues were addressed in other manners or we were presented with a plan for correction. This included getting the schedule back on track. They have since cut Brookings, Metro, Winner, and Mitchell. Pierre is the last remaining cut that was rescheduled. On September 18<sup>th</sup> we approved the payment for the remainder of the July invoice. At this time all payments are up to date. Serr commented that he felt TCS was very good about responding to our concerns and clearly they have a stake in the success of this project. We think they do want to be a good partner for us. Rufledt stated he has been more involved on their support end now since his PSAP came on line in May and he has been very happy with it. This will be good for the other PSAPs as well. Rufledt stated he believes TCS has been pretty successful on resolving those issues that develop and are high priority for a PSAP. Serr mentioned he believes each cut gets a bit easier because we all know more and can apply the information gathered to the next cut. Rufledt also stated he feels having the Kimball rep and Rechtenbaugh at the cuts has been very valuable to the process.

We are simultaneously working on the ESInet (Emergency Service Internet Protocol network) phase of the project while the PSAP cuts to the xT911 system continue. I am presently compiling a list of all of the telcos doing business in South Dakota. We will be sending a letter of authorization to each teleco to explain our project, their role, confirm their service area and current connections to the selective routers. This information is necessary for TCS to be able to have the proper connections available for each. Rufledt stated that Century Link and Intrado are the main 911 providers in SD today and at the end of this project that will no longer be the case. This phase of the project is to deploy the new broadband network to replace the current legacy network. The letter of authorization will tell the teleco's how to route their customers' 911 calls in the future environment. When it is done the teleco's will route their customers to ingress points and not to the current Century Link selective routers used today. We have an upcoming call with TCS and GeoComm to ensure our vendors are all on the same page and coordinating as needed. The next phase will be where we go from routing the current 911 calls using the tabular MSAG database to using the GIS data to route the calls.

### **C. Network Users Group**

The network users group meets via teleconference once a month. Aimee Chase from Metro Communications is the chair and Cindy Gross from CSDC is the vice chair. Aimee – this group could start a list of reminders to put out to this group. Reach out to the other PSAPs who have cut and ask for their reminders and wish I would have knowns. Cindy and Aimee will work on a draft before the next call in November.

### **V. Condition Statement and Collections Report**

The Collections report documents the information we get from DOR through the automated surcharge system. The line count for September was 825,328. The first shaded grey line highlights the 74% share of the \$1.25 surcharge which goes to the 911 Coordination Fund and the September amount was \$224,243.41. The second shaded grey line is the 2% prepaid revenue for September which was \$89,343.

If you turn to the Condition Statement you will see these revenue amounts reflected to confirm deposit of the funds in the account. Total balance in the 911 Coordination Fund is \$7,432,764. The Contractual expenses have been broken out further at the bottom of the page. The bulk of contractual payments this month were to GeoComm for Milestone 6 – Source Data Gap Analysis which was \$67,592 and to TCS (the rest of the July payment, August and September invoices for a total payment of \$779,401.

### **VI. Study Topics**

#### **A. Text to 911**

We still have quite a while before we will be ready for a deployment, but there are many decisions that will need to be made. Such as, will we deploy text statewide or regional, will all PSAPs take text or just a few take text for the whole state, and what is the pulse of the PSAPs on this topic? This may be something the Network Users Group could gather information on from the PSAPs and report back to the board. Rufledt stated he would like a current briefing from TCS on when they are going to be ready to deploy text and some of the details about the options. Is the text to 911 application in our current version of xT911 or will it require a version update or additional software? What options are available to us? DO they have any recommendations, lessons learned related to a text deployment. We also need to check the contract for any requirements specifically called out for the text to 911 application. Rufledt stated he suspected that most PSAPs in the state will want to take their own text to 911 calls. He suggested a statewide rollout to eliminate confusion among the public over who in the state has the service when. Public education will be a crucial part of the roll out success. Rufledt said he would prefer to see a soft roll out in the PSAPs first with no public notification to give the PSAPs time to experiment and get used to the new technology. Once that has happened we could coordinate a statewide campaign to preferably be directed to the deaf and hard of hearing population. We need the main message to be, always call 911 if you can. When you can't, text. The Administrative Committee will gather additional info and Rechtenbaugh will at the upcoming NASNA meeting and we will report back to the board at the December meeting. At that time we can consider assigning on-going work on this topic to a subcommittee.

#### **B. Surcharge Sunset White Paper**

The board with support from Kimball worked on this some last year. Knowing that we will need to address this in some manner during the 2017 legislative session we need to dedicate some time to the White Paper. Secretary Jones said he will need this information to take forward next summer. He requested we need to vet out additional what if's. While the board may prefer to have the surcharge sunset repealed we need to have all of the information available to answer the questions about, what if it isn't? What will happen then? Good or bad, what would the outcome be? Harding suggested this maybe be a topic that needs the attention of the full board. He suggested it is put on the agenda for the December meeting for continued discussion at that time. Rufledt agreed it is importance to keep this among the full board, however it might be helpful to have the support of the funding subcommittee to do some of the research or number crunching. Rufledt stated he did not feel it is an option to consider having the counties pick up the cost of NG911. Harding asked if there has been any appropriation discussion about putting a line in the DPS budget? Rechtenbaugh stated she did not believe so. DeNeui stated at the SDML conference last week that group said they would support the repeal of the sunset because the cities cannot fund it. McPeck stated costs to run a center continue to go up but the 911 surcharge sits stagnant from year to year. We need to talk about how to sustain the funding over the long haul as well, in addition to the discussion about the sunset repeal. There will be a time again when the \$1.25 isn't going to be enough. McPeck asked if we know how the reserve funds are looking across the state at this point. At one time there was a substantial amount of 911 reserves out there at the county and PSAP level, but not sure if that is still the case. Surely that will be information the legislature is going to want to know when considering a repeal of the sunset clause. Rufledt said in the past there were many PSAPs who had cash reserves and were often paying their 911 expenses out of their general funds. But over the last three years it seems most of them have now gone away from the practice with the work done through the financial annual reports each year. There are certainly some counties still sitting on reserves. Particularly those counties who have contracted with another PSAP for 911 service and the service is not costing them as much surcharge as they are receiving. There has been a general desire "in Pierre" to see less PSAPs, though we don't know what number that would be. At one time we were at 43 PSAPs and now we are at 28 local PSAPs. Is this too many, we don't know. At this time of the counties who have consolidated I don't think there is any one paying more than \$100,000 a year for the 911

service. Rechtenbaugh stated this is information we have available from the reports in the Annual Reporting system. Ruffedt agreed this is an issue the full board will need to be heavily involved with, but would suggest the funding sub-committee do some of the work between now and the next board meeting. DeNeui said she would be willing to help. Serr asked if the funding sub-committee would be willing to look at this further before the December board meeting. The subcommittee agreed. Rechtenbaugh will add it to the December for on-going discussion at that time and a report from the funding sub-committee. Serr commented that when the legislature passed this bill in 2012 they didn't really know what the costs for NG911 would be. The inclusion of the sunset was added for this reason.

**C. Remittance data release to counties**

This topic was discussed earlier in the agenda so no additional discussion is needed here.

**D. NG911 Project Manager FTE**

In the past the board has had discussions about the need for an additional FTE to support the NG911 coordination long term. In visiting with Secretary Jones, he advised the board may want to include this with any legislative action they may take during the 2017 session. Current statute provides the board with one unbudgeted FTE that is housed within the DPS. Brown asked Rechtenbaugh to provide the board with the most recent financial projections spreadsheet and the expense table from the Kimball contract. Ruffedt stated the management of the NG911 system will not get easier or require less work when all of the PSAPs are on the system. Instead, it will take a much larger level of coordination for the entire system across all of the PSAPs. Ruffedt said he would expect it will take at least an additional FTE if not more to manage all of the components; statewide GIS, ESInet, xT911 and system updates. All of these things will have to be well coordinated to ensure no interruption to 911 service. Our contract with Kimball at the beginning of this project and during the deployment has been very necessary, but once we get the entire system up and running we will need to have someone in state to do the coordination. This will need to be someone very technical in both broadband and CPE. This item should be put on the December agenda for some additional discussion. Rechtenbaugh suggested Kimball may be able to share some experience of how other states have managed after deployment and the duties and time commitment we may expect for the South Dakota system.

**E. Kari's Law**

December 1, 2013 Kari Hunt Dunn was murdered in a Texas hotel by her estranged husband. 9 yr old daughter tried to call 911 multiple times but didn't know she needed to dial a 9 first. Since then many states have looked at MLTS legislation or some other sort of action in their state to remove any pediments to accessing 911.

Rechtenbaugh talked to a former member of the SD Hotel and Lodging Association who said they did some work on this issue back in 2013. At the time they did an informal survey of their members to see if any had changed from the dial 9-911. Many of the larger franchises had already made this change on their own and across the nation. Others that hadn't yet, seemed willing to do so.

A report from the FCC said the MLTS vendors reported that every single one of their phone systems could be configured to allow for direct dialing of 911. It appeared there should be no cost to most all lodging establishments to make this change. It is a simple software programming change that they can either make themselves or over the phone with their MLTS vendor.

Rechtenbaugh also visited with Ellen Ludemann with BIT regarding the state phone system. She reported there are multiple types of phone systems across state government. Some analog and some VoIP. They may require a 9 or an 8 to get an outside line. She will check with Century Link and the other phone providers for state government to inquire about the difficulty or cost involved in such a change and get back to Rechtenbaugh. This type of a change if made statewide would affect all establishments with MLTS phone systems; schools, hospitals, lodging, government, etc. It will not be a small undertaking.

Rufledt commented this was great information and this is really half of the hurdle now knowing what we may face to tackle this issue. The other issue he sees along this line are the VoIP phone systems. Hospitals with large phone system across multiple campuses and more than one community is where they have seen the issue. When someone dials 911 from within one of these systems, all of the 911 calls come in showing the location of the main campus building. This is not helpful in an emergency. Some of these have been changed now and the Rapid City hospital is a good example of what it took to make this change. This may be another thing to look at and make sure they have these things fixed too. Sawvell said a PS ALI database is built to give the PSAP the individual location within the large campuses. Serr commented he thought this is an issue that may be able to be changed purely through education and not something we need to look at legislatively. Brown said he would check with his engineers and see if with the newer MLTS phone systems being sold now, if there is a best a practice that is put in place. Sawvell did agree that the mom and pop type establishments may really have the old phone systems that are going to be the hardest to update.

#### **VII. Other Business**

- A. Review of Sub-committee membership. A chair is needed for the Funding and Special Nomination sub-committees.

Board member Haines had to leave the meeting due to another commitment.

- B. **Next meeting date:** December 17, 2015 at 10:00am central time. Location to be determined.
- C. Tour of Central South Dakota Communications PSAP.

#### **VIII. Public Comment**

There was no public comment.

#### **IX. Adjourn**

Motion to adjourn the meeting.

Moved by: DeNeiu      Seconded by: Harding

Discussion: None

Roll call vote: 8 yea's, 0 nay's. Motion Carried unanimously.

Meeting adjourned at 1:07 central time.